UCx with Cisco Webex Troubleshooting Guide

TPx

Issue	Potential Root Cause	Recommended Actions (try these first)
Call Quality (dropped/garbled calls)	Too many simultaneous applications	Close other apps
	Restricted WAN bandwidth	Upgrade your Internet bandwidth
	SIP ALG is turned on	Disable SIP ALG in your router
	PC not keeping up with all program requirements	Recommended system requirements: 16GB RAM; Core i5 or better processor; SSD
	Worn Ethernet cables	Replace cables between device and network
	Memory Leak	Restart PC
	Internet congestion or disruption	Contact your ISP
	No quality of service	Ask your sales rep how SD-WAN could help
Call drops	Internet congestion or disruption	Contact your ISP
Call drops after specific time (usually 10 or 15 minutes)	Firewall port set incorrectly	Ensure that SIP is always allowed over both ports 5060 and 5061…with no dynamic port allocation
Video Calls from Client drop (Desktop)	Computer privacy settings	In Windows: **Privacy Settings > Camera**, ensure WebEx is allowed
Video Calls from Client drop (Mobile)	Cellphone privacy settings	Ensure Webex is allowed to access your camera
Phone/softphone does not register	SIP ALG is turned on	Disable SIP ALG in your router
	DNS policy blocking	Ensure your DNS provider allows VoIP from any provider. Open DNS at 1.1.1.1 and Google at 8.8.8.8; both work well
	ISP VoIP registration policy	Contact your ISP
"Phone Service Disconnected"	Client was disconnected and needs to reconnect	Under **Menu > Settings > Phone Service**, click **Renew**
One-way audio	SIP ALG is turned on	Disable SIP ALG in your router
	Network is operating at half duplex	Ensure all switches, ports, and connected devices support full duplex
	Firewall policy	Make sure your firewall allows SIP, RTP, and UDP traffic to flow on ports 5060, 5061, 2200-2300, 13384-65535
	Computer privacy settings	In Windows: **Privacy Settings > Microphone**, ensure Webex is allowed
	Cellphone privacy settings	Ensure Webex is allowed to access your microphone
	SD-WAN/router does not keep NAT port or RTP source alive	Ensure your SD-WAN/router will keep NAT and RTP source ports static and open
Screen sharing does not broadcast audio from the video	Only the video is broadcast	Check the box next to "Share computer audio" before you select your content for sharing
Screen Sharing not supported / not available	Direct call to a user's telephone number	Redial the user via a Webex Teams Call
Screen Sharing from a Mac only shows the background	Computer privacy settings	Under **Security & Privacy > Screen Recording** ensure **WebEx Teams** is allowed
PC is slow to respond	Not enough available resources	Close unused applications and tabs
	Too many simultaneous video streams displayed in an active meeting	Switch your view from gallery to presenter to reduce CPU load
	Too much demand on system CPU	Go to **Call Settings > Video** and set **Change Virtual Background** to "**None**" to cut CPU load
	Too much demand on system CPU	Go to **Call Settings > Video** and uncheck **Enable HD** to reduce video size and CPU load

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Echo on voice calls	Laptop mic too close to laptop speaker	Use a headset or external mic/speakers
Can't hear callers	Incorrect output setting selected on client	Go to **Call Settings > Audio** and update your Speaker to your desired speaker
	Incorrect volume setting	Go to your system volume and raise your speaker volume to a comfortable level
Callers can't hear you	Incorrect input setting selected on client	Go to **Call Settings > Audio** and update to your desired mic
	Incorrect volume setting	Go to your system volume and raise your mic input to a comfortable level
Unable to leave a voicemail when dialing an internal user.	Dialed via a Webex Teams Call	Redial the user via their telephone number or extension. Or send them a chat message.
I lost my password	Request a password reset from your admin	Password reset steps
Webex Meeting continues after you have left the meeting.	Webex Space Meetings persist until all participants have left the meeting	Wait for all participants to leave.
Guest Participants receive 2 invites to your meeting.	When using @meet or @webex as your meeting location, Outlook will send 2 invites. The first invite creates the meeting and the second invite adds the Webex join information. Some email system won't allow updates and instead save both invites.	Recipients should manually delete or ignore the first (empty) meeting.
Incorrect meeting information populated in your Outlook meeting invite.	When using Webex Calendar integration via @webex or @meet, an alternate (non-Webex) meeting is populating in the invite	Go to your **Outlook settings (Preferences on Mac OS) > Calendar** and ensure **Add online meeting to all meetings** (applies to M365 accounts only) is unchecked.